

 HORRY GEORGETOWN TECHNICAL COLLEGE Amendment 2	Solicitation: RFP0057-26 Date Issued: 09/28/2026 Procurement Officer: Dianna Cecala Phone: 843-349-5207 E-Mail Address: dianna.cecala@hgtc.edu

DESCRIPTION: **Student Identity Verification Software and Service**

SUBMIT YOUR SEALED PROPOSAL TO EITHER OF THE FOLLOWING ADDRESSES:	
MAILING ADDRESS: Procurement Office Horry Georgetown Technical College PO Box 261966 Conway, SC 29528-6066	PHYSICAL ADDRESS: Procurement Office Horry Georgetown Technical College 2050 Hwy 501 E, Bldg. 100, Room 122 Conway, SC 29526

SUBMIT OFFER BY (Opening Date/Time): 10/08/2026 at 4:00 pm (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **9/16/2026 at 4:00 pm** Send Questions to Dianna.cecala@hgtc.edu

NUMBER OF COPIES TO SUBMIT: (5) Five hard copies / (1) One redacted copy **No electronic copies will be accepted**

CONFERENCE TYPE Via Microsoft Teams DATE & TIME: September 10, 2026 at 11:00 a.m. (As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)		LOCATION: Not Applicable
AWARD & AMENDMENTS	Intent to Award will be posted on 10/29/2026. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.hgtc.edu/purchasing .	
You must submit a signed copy of this form with Your Offer. By signing, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date. (See "Signing Your Offer" provision.)		
NAME OF OFFEROR (full legal name of business submitting the offer)	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.	
AUTHORIZED SIGNATURE (Person must be authorized to submit binding offer to contract on behalf of Offeror.)	DATE SIGNED	
TITLE (business title of person signing above)	STATE VENDOR NO. (Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)	
PRINTED NAME (printed name of person signing above)	STATE OF INCORPORATION (If you are a corporation, identify the state of incorporation.)	
OFFEROR'S TYPE OF ENTITY: (Check one) (See "Signing Your Offer" provision.) ☐ Sole Proprietorship ☐ Partnership ☐ Other _____ ☐ Corporate entity (not tax-exempt) ☐ Corporation (tax-exempt) ☐ Government entity (federal, state, or local)		

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(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business) 	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause) _____ Area Code - Number - Extension Facsimile _____ E-mail Address
PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause) _____ Payment Address same as Home Office Address _____ Payment Address same as Notice Address (check only one)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses) _____ Order Address same as Home Office Address _____ Order Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS

Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences . ***ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES. [11-35-1524(E)(4)&(6)] PREFERENCES DO NOT APPLY***

PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)). **PREFERENCES DO NOT APPLY**

_____ In-State Office Address same as Home Office Address _____ In-State Office Address same as Notice Address **(check only one)**

AMENDMENTS TO SOLICITATION (JAN 2004) (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.procurement.sc.gov (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged. [02-2A005-1]

OFFEROR'S QUESTIONS AND ANSWERS:

Note: We currently do not have a service that provided Student Identity Verification so we have answered your questions to the best of our ability.

1. What is the current student application process, end-to-end (from inquiry/application through admission decision)? **Student applies in the CRM which pushes to Banner where the decision is made. IDV would occur in the CRM.**

We need to understand where identity verification should be inserted into the existing workflow.

2. At what point in the process should identity verification occur — at application submission, before an admission decision, before enrollment/registration, or at first financial aid disbursement? **At application submission.**

The RFP states the solution will be used for new students enrolling but does not define the specific trigger point.

3. Should identity be verified once, at first touch, or re-verified at multiple stages (application, enrollment, financial aid)? **Once prior to admission**

4. What is the expected business process when an applicant fails identity verification or is flagged as potentially fraudulent? **It should be routed to staff for manual review.**

Should the application be automatically placed on hold, routed to staff for manual review, rejected outright, or handled through another workflow?

5. Which office or role is responsible for reviewing flagged applications today, and who would own that responsibility once the new solution is live — Admissions, Registrar, IT Security, or a combination? **Admissions**

6. Is there an expected service-level timeframe for how quickly a flagged application must be reviewed and resolved by staff? **24-48 hours**

7. What recourse or appeals process exists (or should exist) if an applicant disputes a failed verification or fraud flag? **TBD**

8. Does HGTC currently have established business rules or fraud indicators used to identify suspicious applications that need to be incorporated into the proposed solution, or should the vendor propose a rule set? **Yes**

9. What specific fraud patterns has HGTC experienced that prompted this RFP (e.g., bot/ghost applicants seeking financial aid, stolen identities, fabricated transcripts)? **Passport, Driver's license and SSN submitted as fraudulent**

Understanding the underlying problem will help us recommend the most effective verification method.

10. Of the approximately 10,000 annual new-student applications referenced in the RFP, does HGTC have an estimate of how many are currently suspected or confirmed fraudulent, and over what period was that measured? **No, we do not have an estimate**

11. Is HGTC currently using any identity verification or fraud-detection tool today, manual or automated? **If so, what is driving the change? Yes, we are reviewing students through the DMV and FAFSA**

12. How is potential fraud caught today (manual document review, staff review, financial aid audits), and what staff time burden is this solution meant to reduce? **Manual and staff time is a rough estimate of 4 hours per week on average**

13. Is the application and verification process identical across all three campuses (Conway, Myrtle Beach, Georgetown), or are there campus-specific variations the solution needs to accommodate? **Yes.**

14. Are there existing fraud-reporting requirements — to the SC Commission on Higher Education, the Board of Trustees, or federal Title IV compliance — that the solution's reporting capabilities must support? **Not that we are aware of**

15. Does HGTC have a target for acceptable false-positive rates — i.e., how many legitimate students can be delayed or inconvenienced by verification friction before it becomes a barrier to enrollment? **No**

16. Which identity verification methods does HGTC expect the proposed solution to support (e.g., ID document scanning, biometric/liveness match, database or knowledge-based verification, SSN/DOB validation)? **We are not sure how to answer this question.**

The RFP references "identity verification" and "fraud deterrence" but does not define specific required methods.

17. Does verification apply to all ~10,000 new applicants annually, or only a subset (e.g., online-only, out-of-state, or non-traditional admits)? **Subset not to include dual enrollment and international students**
97% of applicants are noted as in-state — does that affect the verification method HGTC prefers? **No**

18. Are different verification requirements expected for the small non-resident/international applicant population? **We will not run international students**

19. Does HGTC expect historical student/applicant identity verification records to be migrated into the proposed solution? **No**

The RFP does not explicitly define a historical data migration requirement.

20. If migration is required, how much historical data exists (approximate record count, years of history, and current system of record)? **NA**

21. What retention period is required for verification artifacts (scanned IDs, biometric captures, logs), and are there purge/destruction requirements tied to FERPA? **Not sure**
22. Section III references compliance with NIST 800-53, FERPA, GDPR, and HIPAA.
- Since this solution processes student identity/enrollment data rather than health records or EU personal data, could HGTC clarify why GDPR and HIPAA are listed, and whether they genuinely apply to this engagement? **You are correct that this is not a Health Institution and therefore GDPR and HIPAA do not apply to this engagement.**
23. Which specific Ellucian Ethos integration points are enabled today — CRM Recruit only, or also Banner Student? **We leverage all available Ellucian Banner 9 integrations with ethos for Experience, Banner Student, ILP, Data Connect, etc.**
24. Is the expected integration real-time (API push/pull) or batch? **Prefer real-time when possible.**
25. Does HGTC require SAML/SSO integration with an existing identity provider for staff and administrator users of the platform? **Yes, we require SAML/SSO integration. Our SSO platform is Microsoft Entra.**
26. Is staff/admin access expected to be priced per named user, per concurrent user, or unlimited under the SaaS fee? **Since we have never had this service before, we are not familiar with the pricing structures. We ask that you just be very clear in your pricing schedule.**
5. Implementation & Timeline: **We need to be fully functioning by March 2027**
27. Given the intent to award on 10/15/2026 and contract start of 11/1/2026, what go-live date is HGTC targeting relative to upcoming enrollment cycles? **No later than March 2027.**
28. What testing or parallel-run period does HGTC expect before cutover to the new solution? **Since we currently do not have a system like this in place, this question probably does not pertain to our implementation.**
29. What level of HGTC IT staff time and resources should the vendor assume will be available during implementation? **We will be available for whatever needs you may have.**
30. Should Years 1–5 pricing (Line Items 1–5) be a flat annual SaaS fee regardless of applicant volume, or should vendors propose per-verification/transaction pricing given the ~10,000/year estimate? **For purposes of the bid, we would like a flat fee based on 10,000/year estimate.** How should volume overages be handled? **This will be negotiated with highest ranked offeror prior to award.**
31. Should the Implementation Fee (Line 6) be included within the Year 1 Lot price, or must it remain a separate line item as the Bidding Schedule currently shows? **It should be listed on a separate line.**
32. The Bidding Schedule's "Grand Total Extended Price" field references "Lines 1 – 5" only, excluding Line 6 (Implementation Fee). **This is a mistake on the solicitation. The Grand Total should include lines 1 – 6 (include implementation fee)**

Please confirm whether the Grand Total used for evaluation should include the Implementation Fee, and if not, how it will be scored under the Value criterion. **See above**

33. Section V, Qualifications – Special Standards of Responsibility states: "Offeror must have at least three (1) year of experience in the Higher Education setting."

Should read One (1) year of experience in the Higher Education setting.

Please clarify whether the mandatory minimum is one (1) year or three (3) years of experience, as the clause as written is internally inconsistent. **See above**

34. Section IV references "HECVAT (Attachment B)" as a required submission, while the Attachments list title Attachment B as the "Service Provider Security Assessment Questionnaire."

Please confirm whether these refer to the same document, or whether a separate HECVAT submission is required in addition to Attachment B. **You are correct and it will be corrected in the Amendment.**

35. For the Phase II demonstration: if only one Offeror has a mathematical possibility of achieving the highest score and is invited to demonstrate, please confirm the demonstration is scored strictly pass/fail with no additional points added to that Offeror's Phase I score. **Confirmed**

36. Is there a page limit on the Technical Proposal's narrative sections, separate from the one-page-per-summary limit specified for the three academic implementation examples? **No** Do embedded screenshots (Section IV.3.g) count against any such limit? **No**

37. The solicitation cover page states that proposals are due September 24, 2026 at 4:00 p.m., while the HGTC procurement webpage lists September 24, 2025. Please confirm that the controlling proposal deadline is September 24, 2026 at 4:00 p.m. **Addendum 1 will give a new proposal submit date. It will be October 8, 2026 at 4:00 pm**

38. Section IV requires at least three recent client references from the past two years and also requires three recent successful implementations at academic institutions. May the same three qualifying academic implementations satisfy both requirements when they meet the stated recency, size, scope, and contact-information criteria? **Yes**

39. For the required Ellucian CRM Recruit, Banner, and Ethos integration, please confirm whether HGTC will provide the applicable licenses, sandbox/test environments, API credentials, technical documentation, and College technical resources, and identify any integration components the offeror must include in its fixed price. **Yes, this will be provided at the time of implementation or as needed.**

40. The scope states that all data must be stored with a company operating in the United States. Please confirm whether HGTC requires all production, backup, and disaster-recovery data to remain in U.S. data centers and whether administrative or support access from outside the United States is prohibited. **Storage of information can be anywhere but all other support must be within the United States.**

41. Please confirm whether an Accessibility Conformance Report/VPAT or compliance with a specified WCAG version and level is required with the proposal or before award. **It can be supplied prior to award if you receive Intent to Award.**

